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SECTION C DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

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C.1 INTRODUCTION AND BACKGROUND

The initial Treasury Information Processing Support Services (TIPSS) contracts were awarded in 1994 (Competitive Small Business Set-Aside portion) and 1995 (Full and Open Competitive portion). The TIPSS contracts were an outgrowth of the reinventing Government effort and emphasized working smarter and providing elevated levels of customer service. This was accomplished by fostering a partnership between the TIPSS Program Office, customer organizations, procurement, and contractors to eliminate some of the common causes of Task Order delays. Furthermore, the TIPSS contracts established a direct relationship between a Contractor's performance record and future business opportunities. The TIPSS contracts were awarded with a wide range of choices in terms of technical skills to provide the full range of information processing support services for project level support. The flexibility of the TIPSS contracts and wide range of contractor choices have proven valuable to the Department of the Treasury, Internal Revenue Service (IRS) and Treasury Bureaus.

C.2 CONTRACT OBJECTIVE

The new TIPSS contracts awarded in 2000 will provide a continuation of the broad range of Information Technology (IT)-related services provided by the initial, TIPSS contracts. The TIPSS contracts include four Principal Task Areas. These cover the full scope of services provided by the initial TIPSS contracts. While the variety of services possibly required is known, the specific tasks to be ordered and their distribution are not clear. The continuing emergence and rapid adoption of new technologies by the Government strongly suggest that the nature of IT support services tasks will not necessarily resemble those of prior years. It is anticipated that the TIPSS contracts will be used to provide IT services that:

- a) Go beyond maintaining the use of current hardware, operating systems and software.
- b) Advance the use of current systems, improve upon and streamline them, craft new applications and introduce new technologies as they emerge.
- c) Give expert assistance in configuring and managing computer hardware, software and networks, in training customers, and in improving systems and network security.
- d) Provide comprehensive studies and solutions for system development.
- e) Fulfill requirements on short notice to provide rapid solutions.

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C.3 SCOPE OF THE CONTRACT

The TIPSS contracts will provide sources of information processing support services for the Department of the Treasury, IRS and Treasury Bureaus*. The IRS will be a primary user of the contracts to support its ongoing tax systems, interim support, and to provide the full range of information processing support services for project level support.

In support of the establishment of the Homeland Security Department and concurrent realignment of some Treasury Bureaus with the Department of Justice, authority for ordering under this contract has been updated. Effective January 24, 2003, orders under this contract may be issued by a duly appointed official of any Homeland Security office or Department of Justice office. Orders placed by these offices are subject to all existing contract terms and conditions. All other contract ordering authority remains as specified.

The support required encompasses a large spectrum of services from local microcomputer applications to large-scale integrated systems. Services are required across virtually all software languages and hardware platforms.

TIPSS consists of four Principal Task Areas as follows:

- Information Systems Services (ISS)
- Telecommunications Support Services (TSS)
- Organizational/Management Services (OMS)
- Operational Support Services (OSS)

C.4 CONTRACT ENVIRONMENT

C.4.1 GENERAL

The Contractor shall provide all management, administration, staffing, planning, scheduling, and procuring, necessary for all items or services required by the contract and/or Task Order. This shall include, but is not limited to:

- (a) All activities associated with recruiting and hiring staff, such as advertising, screening applicants, interviewing, and reference checking.
- (b) Maintaining "in-house" skills, teaming and/or subcontract arrangements to ensure staff meets the required minimum experience, skills and knowledge and are available on short notice.

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- (c) Screening and processing prospective contract staff to ensure all Contractor employees used under this contract meet personnel hiring and security requirements.
- (d) All activities associated with management of the Contractor's facilities that may be utilized, including obtaining space, equipment, furniture, supplies, and maintenance.
- (e) Utilizing electronic means to conduct business transactions under this contract to the maximum extent feasible. This will include, but is not limited to: Contractor receipt of Statements of Work and/or Statements of Need, Contractor submission of proposals in response to such requests, Government/Contractor electronic mail exchange to support administration of active Task Orders, Contractor invoicing, and electronic funds transfer for payment of approved invoices.
- (f) Ensuring the facilities used for the Contractor's performance of this contract shall meet all physical security requirements of this contract.
- (g) Planning, scheduling and procuring airfare, lodging accommodations, and ground transportation for all approved travel by Contractor personnel. This will include ensuring that invoiced travel costs are itemized in accordance with Government travel guidelines in effect at the time of travel.
- (h) Planning for and making all necessary arrangements to ensure that Contractor personnel performing field work have all necessary supplies and equipment by the time they arrive at the site.
- (i) Procuring items/services on behalf of the Government. The scope of this contract does not include the purchase or lease of hardware or software for the Government unless the requirements are integral and incidental to the support functions being performed. If use of GSA Schedules is authorized, the Contractor shall follow the requirements of FAR Subpart 8.4 before placing the order.
- (j) Assembling billing data and billing back-up materials, including all time and materials needed for preparing any responses to Government deliverable rejection letters. Generating, distributing, and tracking invoices, including generating reports and responding to inquiries regarding invoice status, tracking which deliverables and/or units have or have not been invoiced, etc.
- (k) Tracking and reporting on Government-furnished and Contractor-acquired property. The Contractor is responsible for adequate care and safekeeping of all

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Government furnished or acquired property, including inventory, tracking, and reporting. The Contractor shall reimburse the Government for any Government furnished and Contractor-acquired materials lost or stolen while in the Contractor's safekeeping in accordance with the Government Property clauses in this contract.

The Contractor shall also provide all management, administration and staffing for all activities associated with preparing Task Order proposals, submitting the proposals, and negotiating Task Orders.

The above items are not separately billable under the contract.

C.4.2 PERFORMANCE OF WORK

In general, Task Orders issued by the Government will be for work in the Contractor's Principal Task Area. However, the Contractor may be requested to perform work outside their Principal Task Areas provided sufficient expertise in the task has been demonstrated. Task Orders will be awarded based on the guidance set forth in the Task Order Placement Procedures (see Section [J1](#)).

C.4.3 SOFTWARE DEVELOPMENT PLAN

The Government considers the Software Development Plan (SDP) and other Capability Maturity Model (CMM[®]) and CMM Integration (CMMISM) related artifacts to be routine products of software development performed by organizations that are rated at Level 2 or higher as described by the Software Engineering Institute (SEI) CMM[®] and CMMISM. The SDP is a "living document" through the lifecycle of a software development project. Therefore, the Contractor will provide access to the SDP for the performance of Task Orders issued under this contract requiring software development. Access to other CMM[®] and CMMISM related artifacts may be requested on an ad-hoc basis by the COTR and CO unless specified otherwise in the Task Order. See Contractor Guidelines for a Software Development Plan in Section [J4](#).

C.4.4 STANDARDS

All work completed under this contract shall comply with latest versions of all applicable standards. Individual Task Orders will reference applicable versions of standards or exceptions as necessary. These may include, but are not limited to, Internal Revenue Manuals (IRMs), IRS Documents, Treasury Directives (TDs), American National Standards Institute (ANSI) standards, and National Institute of Standards and Technology (NIST) standards, including Federal Information

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Processing Standards (FIPS) publications. Section [J2](#), Software Development Standards, contains a list of software development standards for IRS tasks. The IRS is currently developing its own Enterprise Life Cycle (ELC).

C.4.5 CONTRACTOR INTERFACE

The work of the TIPSS Contractors may require interfaces with other Contractors (see Section [H.34](#)). This requirement will be invoked, as required, in individual Task Orders.

C.4.6 ACCESS TO GOVERNMENT PROPERTY AND FACILITIES

Portions of the effort required under this contract may be performed at Government facilities specified in Section F.2.1, Place of Performance, as well as at other Department of the Treasury, IRS and Treasury Bureau locations. The Contractor will be authorized reasonable ingress and egress at these facilities. This requirement will be invoked, as required, in individual Task Orders. Additional security requirements are Task Order dependent and will be clearly noted in each awarded Task Order.

Contractor personnel will be issued security identification badges (as local practice dictates) and will adhere to local security/identification practices (See Section [H-27](#)).

Contractor personnel may be required to pass a Contractor Clearance Investigation within the guidelines of Treasury Directive, Security Requirements for Contract Personnel, TDP71-10. If required, task level personnel shall submit Contractor Clearance information before they start work on a task. The cost for this investigation will be paid by the Government. Corporate-level Key Management Personnel are required to submit Contractor Clearance information within ten (10) calendar days after contract award as they will be active on the contract and Task Orders at all times. If an individual is hired by a Contractor after previously working at the IRS for another Contractor, the COTR is still required to verify a previous Contractor Clearance Investigation was actually completed, that it is current, and that the person remains acceptable. The National Background Investigations Center (NBIC) will make the determination whether to perform an update, initiate a new complete Contractor Clearance Investigation, or to accept the current investigation results. The Contractor will be notified accordingly.

C.4.7 REASSIGNMENT AND REPLACEMENT OF CONTRACTOR PERSONNEL

The Government reserves the right to request that the Contractor reassign

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Contractor employees for reasonable cause. After discussion with the Contractor, if the issue still remains, a notice requiring such a reassignment will be given in writing by the CO to the Contractor.

In the event the Contractor finds it necessary to replace any of the assigned personnel during the performance of a Task Order, the CO and Contracting Officer's Technical Representative (COTR) shall be notified in writing. In cases of Contractor initiated reassignment of personnel, notice shall be provided at least fifteen (15) working days prior to reassignment. This written notice shall also include the résumé(s) of the proposed replacement personnel (see Sections [H-21](#) and [H-22](#)). All replacement personnel are subject to the prior written approval of the CO.

C.4.8 CONTRACTOR FURNISHED ITEMS

Unless otherwise specified in a given Task Order, the Contractor shall furnish all necessary management, supervision, labor, facilities, equipment, supplies and materials necessary to perform Task Orders.

C.4.9 SENSITIVE INFORMATION

Individual Task Orders may require access to data/information, which may be classified up to and including the level of Sensitive But Unclassified (SBU) (see Section [H-26](#)), unless otherwise specified in the individual Task Order.

C.4.10 RESTRICTIONS AND EQUIVALENCIES IN LABOR CATEGORIES

The Labor Category descriptions (see Section [C.7](#)) include minimum requirements for experience and education. However, the following should be noted:

- (a) It is the Government's option to reject Task Order proposals not complying with the requirements for minimum experience and education and issue an order to another Contractor;
- (b) Under term type Task Orders, the labor descriptions utilized from those described herein will be referenced and incorporated as a fundamental part of the requirement;
- (c) Under completion type Task Orders, the primary requirement will be the completed work products/deliverables as described in the order. While labor descriptions, as defined herein, should be used as guidance in Task Order proposal preparation and negotiation, the Contractor will have the flexibility to make whatever actual adjustments are necessary to perform the specific

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requirement, subject to agreement reached through the operation of the "Substitution of Key Management Personnel and Task Order Key Personnel" clauses (See Sections [H-21](#) and [H-22](#)).

C.4.10.1 APPLICABLE SUBSTITUTIONS

One year of college or university education may be substituted for one year of General Experience up to a maximum of two years.

One year of relevant experience can be substituted for one year of college or university education up to a maximum of two years, unless substitutions are not allowed for a specific labor category.

Teaching does not qualify as hands on experience, unless otherwise specified in the Labor Category description.

C.4.10.2 QUALIFICATION WAIVER

There may be occasions when the Contractor believes that an employee is the right person to perform the work under a Task Order, but the individual does not meet the Labor Category specifications for that Task Order. This may occur because the individual possesses special talents, skills or experience which enables that individual to perform at a level of competency expected for a specific Labor Category for a particular Task Order. The Government recognizes that such instances may occur and will consider a Qualification Waiver. The burden of proof to provide evidence of the special talents, skills or experience which warrant a Qualification Waiver is on the Contractor.

The Waiver Request shall be submitted in writing to the CO and COTR. The Contractor shall receive written approval from the CO before the substituted individual can work on the Task Order. The Government shall review the Waiver Request and respond in writing within 5 working days of its receipt.

C.4.11 ACCESS TO TRAINING AND MATERIALS FOR THE DISABLED

The Contractor shall be responsible for making all training courses and training materials accessible to the disabled when specified in a Task Order. This may include but not be limited to: sign language or oral interpreters for hearing impaired persons, captioned video tape, Braille or large print material for visually impaired persons, appropriate on-line training aids and satisfactory physical or architectural accommodations for mobility impaired persons. In addition, Task Orders may require copies of deliverables to be submitted in Braille or in enlarged print hard

copy.

C.4.12 POST AWARD COMPLIANCE WITH IRS CAPABILITY MATURITY MODEL (CMM) REQUIREMENTS FOR THE SMALL BUSINESS SET-ASIDE CONTRACTORS

The Contractor shall submit data from at least one external SCE, but no more than three, that demonstrates compliance with SEI's SW-CMM[®] version 1.1. The submission material shall include the following information:

- Names, titles, organizational affiliation, address, phone number, and credentials of the external evaluation team;
- Detailed final findings report and briefing;
- Organizational chart showing affiliation of evaluated organization and the Contractor, and number and type of staff associated with each component represented by the organizational chart;
- Project profiles for each project evaluated providing details on the attributes of the projects: project description, application domain, software size, life cycle, project schedule, current phase of the project, and staffing profile; and
- On-site period dates of performance and interview schedule detailing names, roles, and organizational affiliations of individuals interviewed.

Acceptance Criteria: The SCE information submitted will be validated by the IRS against established criteria and must clearly indicate:

- the organizational unit is, at a minimum SW-CMM[®] Level 2;
- that the SCE was performed for the organizational unit whose tools and processes will be used in performing software development on task orders for the IRS;
- that the SCE was performed in accordance with SEI SCE methodology version 3.0, that is, the SCE:
 - examined at least 1 project and
 - covered, in the aggregate, at least 20% of the technical workforce proposed for software development;
- that the SCE used SEI framework: SW-CMM[®] v 1.1 or later;
- that it considered at least all key process areas in Level 2 (the software subcontract management key process area may be outscoped if the Contractor does not propose to use Subcontractors for any portion of the software effort);
- that all Level 2 key process areas were evaluated as "fully satisfied"
- and that the SCE was performed by qualified external evaluators; specifically:
 - all evaluation team members were SEI trained and certified in SCE methodology version 3.0 (or trained and certified by an authorized SEI transition partner)

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- at least one member of the evaluation team was certified by the SEI as a lead evaluator OR certified as a SCE version 3.0 evaluator with a minimum of three full life-cycle SCEs prior to any SCE performed for the proposing organization (certificate or SEI lead evaluator number required)

C.5 CORPORATE AREA

The Contractor shall institute and maintain a program management structure to respond to and negotiate Statements of Work and/or Statements of Need. The Contractor shall also maintain access to resources that can be called upon to fulfill Task Order requirements under this contract. A separate Task Order will not be issued to institute or maintain the capabilities of the corporate personnel. Corporate costs may be billable as either direct or indirect according to the Contractor's disclosed accounting practices.

The Contractor shall maintain a management structure with overall Task Order control and authority for the performance of the work. At a minimum, the Contractor's management structure shall be responsible for the following throughout the life cycle of each Task Order:

- (a) Deploying a technically proficient and professionally capable staff;
- (b) Keeping personnel turnover to a minimum;
- (c) Ensuring problems are minimized and unavoidable problems are resolved with minimal disruption to the activities performed under the Task Order;
- (d) Obtaining continuous feedback on performance from appropriate Government personnel and disseminating feedback to Contractor personnel on all areas of Task Order performance;
- (e) Continually monitoring the quality of all products and services provided for purposes of identifying and implementing performance improvements; and
- (f) Ensuring that all resources necessary to perform the order are identified with clearly defined roles and deployed on schedule.

A successful TIPSS effort will be predicated on the management practices applied by the Government and its TIPSS Contractors. Each Contractor is expected to have a program management plan with which to manage TIPSS related work. This plan should provide appropriate program and project management information and reporting systems to define program and project costs, schedules, and deliverables.

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The performance of Task Orders pursuant to this contract shall be in accordance with the Contractor's best corporate business practices.

C.5.1 FUNCTIONAL REQUIREMENTS FOR KEY PERSONNEL IN THE CORPORATE AREA

Corporate contract management personnel at the contract-level are defined as key although they will not be specified in each Task Order.

The Task Order level Project Manager is always "key" to the Task Order and will be defined as such. Any additional Task Order-level key personnel will be identified in the Task Order.

The titles of the labor categories shown below for the Corporate Area are illustrative only. It is not required that the Contractor provide personnel with these exact titles, rather the collection of Contractor personnel shall meet the functional requirements listed below.

C.5.1.1 PROGRAM MANAGER FUNCTIONAL REQUIREMENTS

The Program Manager is a senior manager responsible for coordinating the management of all work performed under this contract and shall be capable of negotiating and making binding decisions for the company. The Program Manager shall act as the central point of contact for the contract. The Program Manager is ultimately responsible for coordinating the effort of Subcontractors, team members and vendors. The Program Manager shall have broad and deep knowledge of the IT industry, business administration, and human resource management, and have excellent oral and written communications skills, thus ensuring that the Contractor has the capability of performing all the work.

The Program Manager function is responsible for, but not limited to:

- (a) Managing substantial contract support operations involving multiple TIPSS projects and personnel at diverse locations;
- (b) Organizing, directing, and coordinating planning and production of all contract support activities and resource needs;
- (c) Communications with all levels of management;
- (d) Establishing and altering (as necessary) management structure to effectively

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direct contract support activities; and

- (e) Attending meetings and conferring with the Department of the Treasury, IRS and Treasury Bureau management officials regarding the status of specific Contractor activities and problems, issues or conflicts requiring resolution.

C.5.1.2 BUSINESS MANAGER FUNCTIONAL REQUIREMENTS

The Business Manager(s) is a senior manager responsible for coordinating the management of all administrative and contractual functions for the contract and shall be capable of negotiating and making binding decisions for the company. The Business Manager is expected to work as a team with the Program Manager as many of their responsibilities overlap. The Business Manager shall have extensive knowledge of business administration, marketing and Government contracting.

The Business Manager is responsible for, but not limited to:

- (a) Proposal preparation and presentation;
- (b) Coordinating and managing all contract and Task Order negotiations and providing any supporting information to the Government;
- (c) Coordination and management of all Subcontractor agreements and Subcontractor management plans;
- (d) Coordination, production and review of all contract required reports, including but not limited, to cost and schedule reporting for all Task Orders;
- (e) Planning, organizing and directing recruiting and retention efforts as required;
- (f) Screening applicants and ensuring the qualifications of the proposed applicants meet the Government requirements; and
- (g) Serving as the focal point for Contractor employee education and training for processes, procedures, tools and technologies required for the TIPSS contract.

C.5.1.3 PROJECT MANAGER FUNCTIONAL REQUIREMENTS

The Project Manager(s) is a senior manager responsible for coordinating the management of all work performed under a Task Order. The Project Manager shall

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act as the central point of contact for the Task Order. The Project Manager is ultimately responsible for coordinating the effort of Subcontractors, team members and vendors for the Task Order. The Project Manager shall be capable of negotiating and making binding decisions for the company on actual Task Orders under this contract.

The Project Manager function is responsible for, but not limited to:

- (a) Providing competent leadership and responsible program direction through successful performance of a variety of detailed, diverse elements of project transitioning;
- (b) Demonstrating competence using data from project management tools;
- (c) Simultaneously planning and managing the transition of highly technical projects and directs completion of tasks within estimated time frames and budget constraints;
- (d) Organizing, directing, and coordinating planning and production of all Task Order support activities and resource needs and assigning duties to subordinates;
- (e) Communications, both written and oral, with all levels of management and Government representatives, including but not limited to, the Contracting Officer (CO), Contracting Officer's Technical Representative (COTR) and Lead Contracting Officer's Technical Representative (Lead COTR); and
- (f) Meeting with Department of the Treasury, IRS and Treasury Bureau management officials regarding the status of specific Task Order activities and problems, issues or conflicts requiring resolution.

**C.5.1.4 QUALITY ASSURANCE FUNCTIONAL
REQUIREMENTS**

The Quality Assurance function, which resides at the corporate level, is responsible for, but not limited to:

- (a) Developing and implementing quality control methodologies to ensure compliance with quality assurance standards, guidelines and procedures;
- (b) Developing and defining characteristics of quality including quality metrics and scoring parameters;
- (c) Ensuring all documented guidelines and operating procedures for quality assurance/control are followed for all areas of performance;
- (d) Identifying modifications to procedures or other corrective actions to improve or remedy deficiencies and building additional quality reviews, as needed, into the operating procedures for each Principal Task Area of the contract;
- (e) Making recommendations to the Government to improve operations; and

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- (f) Responding to and coordinating CMM[®], CMMISM, or Process Appraisal Review Methodology (PARM) requirements and related process improvement activities.

C.5.2 LOCAL SUPPORT

The Contractor shall maintain a local office to provide management and administrative facilities in support of the TIPSS contract. This local office shall be physically located within 80 highway kilometers (50 miles) of the city limits of Washington, D.C. Individual Task Orders will specify whether space will or will not be provided at a Government site for the performance of work for that specific Task Order. If the Contractor's personnel are required to work at a Government site, no per diem, local mileage, parking fees, or related costs for commuting will be allowed for employees working at the site.

C.6 PRINCIPAL TASK AREAS

The nature of the work in the Principal Task Areas requires the development of systems that meet the security requirements associated with sensitive data, such as tax return information for the IRS. Public and Congressional interest in the use of automation has grown as the information processed has increased in personal content and sensitivity. The Government has a commitment to the preservation of confidentiality and the maintenance of a high-level of security for all systems and communications, whether automated or manual.

In conjunction with all of the Principal Task Areas, support may be needed in the training of Department of the Treasury, IRS and Treasury Bureau employees in various aspects of the related disciplines. The work would consist of developing courses and instructional material to educate technical and non-technical personnel.

In all of the Principal Task Areas, there is a requirement for a quality assurance function. This function would assure the development and implementation of quality control methodologies to ensure compliance with quality assurance standards, guidelines and procedures.

The Contractor shall be required to perform all work according to the architectures, standards, guidelines and procedures as stated in individual Task Orders. A listing of the applicable software development standards for this contract is contained in Section J.2, Software Development Standards. Applicable standards or exceptions will be specified in individual Task Orders.

The support in all of the Principal Task Areas shall cover the spectrum from local microcomputer applications to large-scale integrated systems and shall involve a variety of software languages and hardware platforms.

C.6.1 INFORMATION SYSTEMS SERVICES PRINCIPAL TASK AREA

The breadth and scale of the information systems within the Department of the Treasury, IRS and Treasury Bureaus has created a need for a wide range of Information Technology support services. The types of support services that fall within the Information Systems Services Principal Task Area are those which are usually referred to as traditional automated data processing (ADP) or information technology (IT) support services. These support services represent the basic requirement for the Department of the Treasury, IRS and Treasury Bureaus. The skills and knowledge within this area are foundational to the specialized aspects of information processing, represented by the other Principal Task Areas identified in the contract.

***C.6.1.1 SCOPE OF WORK FOR THE INFORMATION
SYSTEMS SERVICES PRINCIPAL TASK AREA***

The scope of work for the Information Systems Services Principal Task Area shall include all aspects of software, security, training, and quality assurance support services.

The work shall include, but is not limited to, the following:

- a) Systems Design, Development, Implementation and Customization;
- b) Software Design, Development, Implementation and Customization;
- c) Database Design, Development, Implementation, Customization;
- d) Requirements Analysis Support;
- e) Web-Site Development and Support;
- f) Optimization Support;
- g) Software Engineering and Integration Support;
- h) System Integration and Integration Testing Support;
- i) Object Oriented Methodology, Analysis, Design and Programming support;
- j) Configuration Management;
- k) ICASE Tools Support; and
- l) Security Planning and Analysis Support.

C.6.2 TELECOMMUNICATIONS SUPPORT SERVICES PRINCIPAL TASK AREA

The use of telecommunications to transmit data is an increasingly important information processing requirement for the Department of the Treasury, IRS and Treasury Bureaus. These agencies use data lines to transmit information, to transfer funds, and to transmit data throughout a decentralized organizational

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structure. In addition, the need to better utilize existing resources has led to increased organizational use of local and wide area networks. It is anticipated that the Government's reliance upon telecommunications technology will continue to increase in concert with the increased centralization of data and information. This Principal Task Area will support any work in telecommunications development including telecommunications systems programming, systems development, systems revisions and other related disciplines.

**C.6.2.1 SCOPE OF WORK FOR TELECOMMUNICATIONS
SUPPORT SERVICES PRINCIPAL TASK AREA**

The scope of work for Telecommunications Support Services Principal Task Area shall include all aspects of telecommunications support services.

Work shall include, but is not limited to the following:

- a) Analytical Support (Network Traffic and Trend Analysis);
- b) System Design, Development, Implementation, Customization and Maintenance;
- c) Electronic Data Interchange (EDI) Support;
- d) Telecommunications Software Development Support;
- e) Voice Mail Support (Support and Development);
- f) Voice Recognition Systems Support;
- g) Interactive Voice Systems (Development and Support);
- h) Local Area Network Design;
- i) Telecommunication Systems/Software Testing;
- j) Engineering and Integration Support;
- k) Software Security Certification and Accreditation;
- l) Local Area/Intranet Design Support;
- m) Internet Support; and
- n) Call Center Support.

**C.6.3 ORGANIZATIONAL/MANAGEMENT SERVICES PRINCIPAL TASK
AREA**

The IRS and many of the Department of the Treasury offices and Treasury Bureaus are in a state of change, from a paper-based organization, to one using cutting edge technologies. The implementation of large scale systems across functional areas will require high level project management skills and tools for managing, tracking and reporting and transitioning large scale systems, and for maintaining configuration management controls. Another of these areas is support service for

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the special computer and human interfaces often required to provide equal access to information resources for employees who have physical or sensorial disabilities.

**C.6.3.1 SCOPE OF WORK FOR
ORGANIZATIONAL/MANAGEMENT SERVICES
PRINCIPAL TASK AREA**

The scope of work for Organizational/Management Services Principal Task Area shall include all aspects of organizational/management support services.

The work shall include, but is not limited to, the following:

- a) Work System Design and Implementation;
- b) Independent Validation and Verification Support;
- c) Technical Support for the Disabled (Customization of Automated Interfaces, Needs Assessments, and etc.);
- d) Configuration Management Support, Including Planning and Reviews;
- e) Metrics Support, Including Quality Measures and Function Point Analysis;
- f) Workload Analysis and Concept of Operation Support;
- g) Project Evaluation Support;
- h) Ergonomics Support, Including Evaluations and Recommendations;
- i) Change Management and Transition Management Support;
- j) Business Process Re-Engineering Support;
- k) Project Management Support;
- l) Automated Tracking and Evaluation Tools Support;
- m) Process Analysis Support;
- n) Work System Design and Usability Labs Support;
- o) Performance Engineering;
- p) Quality Management;
- q) Risk and Threat Analysis;
- r) Privacy Planning and Analysis Support;
- s) Disaster Recovery, Continuity of Operation and Contingency Planning; and
- t) Relocation, Installation and other Hardware Related Support.

C.6.4 OPERATIONAL SUPPORT SERVICES PRINCIPAL TASK AREA

The Department of the Treasury, IRS and Treasury Bureaus operate many processing and administrative systems consisting of large main frame computing systems, mini-computers, personal computers connected via local area networks (LANs) to File Servers, which in turn are connected to Wide Area Networks (WANs).

To insure reliable operation of the networks a large cadre of trained individuals is required. The purpose of this Principal Task Area is to supplement the in-house

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workforce in the areas of hardware and software maintenance and installation, data entry and help desk operations. The work will encompass all three tiers (main frames, file servers and PCs) as needs arise.

In addition, the implementation of large scale systems across functional areas will require high level project management skills, tools for managing, tracking, reporting and transitioning large scale systems, and tools for maintaining configuration management controls.

**C.6.4.1 SCOPE OF WORK FOR THE OPERATIONAL
SUPPORT SERVICES PRINCIPAL TASK AREA**

The scope of work for the Operational Support Services Principal Task Area shall include aspects of computer operations support as it relates to main frames, personal computers, local area networks, file servers, installation, training and help desk support.

Work shall include, but is not limited to the following:

- a) System Administration;
- b) Office Automation Support/Help Desk Support;
- c) Operations Management Support;
- d) Data Entry Support;
- e) Media Duplication Support;
- f) Installation Support;
- g) Computer Operations;
- h) Personal Computer (PC) Technical Support;
- i) Technical Support; and
- j) Hardware Support.

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C.7 LABOR CATEGORIES FOR THE FOUR PRINCIPAL TASK AREAS

In order to support the four Principal Task Areas in this contract, fifteen (15) Labor Categories have been identified. The Labor Categories are listed below and are described in the following paragraphs.

- a) Functional Expert
- b) Senior Information Technology Specialist
- c) Information Technology Specialist
- d) Junior Information Technology Specialist
- e) Senior Information Technology Technician
- f) Information Technology Technician
- g) Junior Information Technology Technician
- h) Senior Information Technology Administrative Specialist
- i) Information Technology Administrative Specialist
- j) Senior Security Specialist
- k) Security Specialist
- l) Junior Security Specialist
- m) Senior Information Technology Training Specialist
- n) Information Technology Training Specialist
- o) Junior Information Technology Training Specialist

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C.7.1 FUNCTIONAL EXPERT

General Description:

An individual whose knowledge and skills are applicable to an actual Statement of Work or Statement of Need and so recognized in the professional community that the Government is able to qualify the individual as an expert in the field. (For example: publications, speeches at conferences, research, and teaching.) Demonstrates exceptional oral and written communications skills.

Education:

An advanced degree (Master's or Doctoral degree) from an accredited college or university in the field of expertise described in an actual Statement of Work or Statement of Need is required. There is no substitution for education.

General Experience:

Ten years of progressive experience in the field of expertise required by an actual Statement of Work or Statement of Need.

Specific Experience:

At least four years of the General Experience is concentrated, hands-on experience in the specific discipline of the field of expertise required by an actual Statement of Work or Statement of Need.

Function:

Performs as a consultant in highly specialized, leading edge information technologies and methodologies. Provides highly technical and specialized guidance concerning automated solutions to complex information processing problems. Performs elaborate analyses and studies. Prepares reports and gives presentations. Works independently or as a member of a team. May serve as Contractor Task Order Project Manager.

Examples (not all inclusive):

Information Technology Expert
Organizational Development Expert
Industrial/Organizational Psychologist

Neural Network Expert
Artificial Intelligence Expert

C.7.2 SENIOR INFORMATION TECHNOLOGY SPECIALIST

General Description:

An individual very knowledgeable in all aspects of Information Technology.
Has extensive experience in the specific Information Technology discipline(s)
described in an actual Statement of Work or Statement of Need.
Demonstrates very good oral and written communications skills.

General Experience:

Eight years of progressive experience in the field of Information Technology,
including six years of specialized experience in numerous, highly specialized
Information Technology disciplines involving a wide range of
hardware/software solutions.

Specific Experience:

At least four years of General Experience is concentrated, hands-on
experience in all aspects of the specific discipline(s) of Information
Technology required by an actual Statement of Work or Statement of Need.

Function:

Provides highly technical and specialized guidance, and solutions to complex
Information Technology problems. Performs elaborate analyses and studies.
Prepares reports and gives presentations. Works independently or as a
member of a team. May serve as Contractor Task Order Project Manager.

Examples (not all inclusive):

Senior Telecommunications Engineer	Senior Systems Analyst
Senior Independent Evaluator	Software Customization Specialist
Senior Telecommunications Specialist	Senior Information Technology Engineer
Senior Communications Specialist	Senior Systems Programmer
Senior Organizational Specialist	Senior Applications Programmer
Senior Network Engineer	Senior Organizational Change Specialist
Senior Internet/Intranet Specialist	Senior Work Systems Design Specialist
Senior Software Systems Specialist	
Senior Data Base Management Specialist	
Senior Business Process Re-Engineering Specialist	
Senior Integration and Integration Testing Specialist	

C.7.3 INFORMATION TECHNOLOGY SPECIALIST

General Description:

An individual very knowledgeable in Information Technology. Has extensive experience in the specific Information Technology discipline(s) described in an actual Statement of Work or Statement of Need. Demonstrates good oral and written communications skills.

General Experience:

Six years of progressive experience in the field of Information Technology, including four years of specialized experience in numerous highly specialized Information Technology disciplines involving a wide range of hardware/software solutions.

Specific Experience:

At least three years of General Experience is concentrated hands-on experience in the specific discipline(s) of Information Technology required by an actual Statement of Work or Statement of Need.

Function:

Provides highly technical and specialized solutions to complex Information Technology problems. Performs analyses and studies. Prepares reports. Works independently or as a member of a team. May serve as Contractor Task Order Project Manager.

Examples (not all inclusive):

Systems Analyst	Telecommunications Engineer
Optimization Specialist	Network Engineer
Lead Programmer/Analyst	Internet/Intranet Specialist
Relational Database Specialist	Communications Specialist
Information Technology Engineer	Organizational Specialist
Systems Programmer	Organizational Change Specialist
Applications Programmer	Independent Evaluator
Internet/Intranet Specialist	Work Systems Design Specialist
Data Base Management Specialist	Software Systems Specialist
Business Process Re-Engineering Specialist	
Integration and Integration Testing Specialist	

C.7.4 JUNIOR INFORMATION TECHNOLOGY SPECIALIST

General Description:

An individual knowledgeable in Information Technology. Has experience in the specific Information Technology discipline(s) described in an actual Statement of Work or Statement of Need. Demonstrates good oral and written communications skills.

General Experience:

Four years of progressive experience in the field of Information Technology, including three years of specialized experience in highly specialized Information Technology disciplines involving a range of hardware/software solutions.

Specific Experience:

At least two years of General Experience is concentrated hands-on experience in the specific discipline(s) of Information Technology required by an actual Statement of Work or Statement of Need.

Function:

Provides technical and specialized solutions to complex Information Technology problems. Performs analyses and studies. Prepares reports. Works independently or as a member of a team.

Examples (not all inclusive):

Junior Systems Programmer	Junior Telecommunications Engineer
Junior Network Engineer	Junior Information Technology Engineer
Junior Telecommunications Specialist	Junior Work Systems Design Specialist
Junior Applications Programmer	Junior Communications Specialist
Junior Internet/Intranet Specialist	Junior Organizational Change Specialist
Junior IV&V Specialist	Junior Software Systems Specialist
Junior Data Base Management Specialist	
Junior Systems Analyst	
Junior Integration and Integration Testing Specialist	

C.7.5 SENIOR INFORMATION TECHNOLOGY TECHNICIAN

General Description:

An individual very knowledgeable in and experienced with software and hardware operations for Information Technology. Has experience in the specific technologies required by an actual Statement of Work or Statement of Need.

General Experience:

Five years progressive experience in the field of software or hardware operations.

Specific Experience:

At least three years of General Experience is concentrated hands-on experience in the specific discipline(s) of Information Technology required by an actual Statement of Work or Statement of Need. The experience shall be with the specific equipment, software or other requirement specified in an actual Statement of Work or Statement of Need.

Function:

Provides support in the less technical disciplines of Information Technology, such as computer operations, moving and installing equipment, computer cabling, data entry and verification, media duplication, document control and software installation. Works independently or as a member of a team.

Examples (not all inclusive):

Senior Computer Operator	Senior Database Administrator
Senior Document Control Specialist	Senior Systems Administrator
Senior Computer Installation Technician	Senior Help Desk Manager
Senior Data Technician	Senior Network Administrator
Senior Network Technician	Senior Communications Technician
Senior Organizational Change Technician	
Senior Hardware/Software Installation Technician	

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C.7.6 INFORMATION TECHNOLOGY TECHNICIAN

General Description:

An individual knowledgeable in and experienced with software and hardware operations for Information Technology. Has experience in the specific technologies required by an actual Statement of Work or Statement of Need.

General Experience:

Three years progressive experience in the field of software or hardware operations.

Specific Experience:

At least two years of General Experience is concentrated hands-on experience in the specific discipline(s) of Information Technology required by an actual Statement of Work or Statement of Need. The experience shall be with the specific equipment, software or other requirement specified in an actual Statement of Work or Statement of Need.

Function:

Provides support in the less technical disciplines of Information Technology, such as computer operations, moving and installing equipment, computer cabling, data entry and verification, media duplication, document control and software installation. Works as a member of a team.

Examples (not all inclusive):

Data Entry Specialist
Computer Operator
Database Administrator
System Administrator
Network Technician
Network Administrator

Organizational Change Technician
Work Systems Design Technician
Data Technician
Help Desk Technician
Communications Technician
Hardware/Software Installation
Technician

C.7.7 JUNIOR INFORMATION TECHNOLOGY TECHNICIAN

General Description:

An individual knowledgeable in software and hardware operations for Information Technology. Has experience in the specific technologies required by an actual Statement of Work or Statement of Need.

General Experience:

Two years progressive experience in the field of software or hardware operations.

Specific Experience:

At least one year of General Experience is concentrated hands-on experience in the specific discipline(s) of Information Technology required by an actual Statement of Work or Statement of Need. The experience shall be with the specific equipment, software or other requirement specified in an actual Statement of Work or Statement of Need.

Function:

Provides support in the less technical disciplines of Information Technology, such as computer operations, moving and installing equipment, computer cabling, data entry and verification, media duplication, document control and software installation. Works as a member of a team.

Examples (not all inclusive):

Junior Data Entry Specialist	Junior Computer Operator
Junior HW/SW Installation Technician	Junior Data Technician

**C.7.8 SENIOR INFORMATION TECHNOLOGY ADMINISTRATIVE
SPECIALIST**

General Description:

An individual very knowledgeable in computer-based documentation and presentation techniques, technical writing, technical proofreading and technical editing. Demonstrates excellent command and articulation of the English language. Demonstrates superior grammar skills.

General Experience:

Five years of progressive experience in technical writing and documentation preparation in the field of information processing.

Function:

Prepares documentation to be furnished as an actual Statement of Work or Statement of Need deliverable(s). Provides administrative support such as technical writing, proofreading, technical editing of word processing and other computer-based documents, integration of various sources into a cohesive product which may be delivered as computer-based magnetic media, preparation of graphical and narrative presentation material. Works as part of a team.

Examples (not all inclusive):

Senior Technical Writer
Senior Graphics Specialist

Senior Documentation Specialist
Senior Computer Aide

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C.7.9 INFORMATION TECHNOLOGY ADMINISTRATIVE SPECIALIST

General Description:

An individual knowledgeable in computer-based documentation and presentation techniques, technical typing and word processing.
Demonstrates excellent command and articulation of the English language.
Has superior grammar skills.

General Experience:

Three years of progressive experience in technical typing and documentation preparation in the field of Information Technology.

Function:

Prepares documentation to be furnished as an actual Statement of Work or Statement of Need deliverable(s). Provides administrative support such as technical typing, editing of word processing and other computer-based manuscripts, integration of various sources into a cohesive product which may be delivered as computer-based magnetic media, preparation of graphical and narrative presentation material. Works as part of a team.

Example:

Technical Writer
Graphics Assistant
Computer Aide

Documentation Specialist
Technical Typist

C.7.10 SENIOR SECURITY SPECIALIST

General Description:

An individual very knowledgeable and experienced in all aspects of Security .
Has extensive experience in the specific Security discipline(s) described in
an actual Statement of Work or Statement of Need. Demonstrates very good
oral and written communications skills.

General Experience:

Eight years of progressive experience in the field of Information Technology,
including six years of specialized experience in numerous, highly specialized
Information Technology disciplines involving a wide range of
hardware/software solutions.

Specific Experience:

At least four years of General Experience is concentrated, hands-on
experience in all aspects of the specific area(s) of Security required by an
actual Statement of Work or Statement of Need.

Function:

Provides highly technical and specialized guidance, and solutions to complex
Security problems. Performs elaborate analyses and studies. Prepares
reports and gives presentations to upper management. Works independently
or as a member of a team. May serve as Contractor Task Order Project
Manager.

Examples (not all inclusive):

Senior Computer Security Specialist Senior Security Engineer

C.7.11 SECURITY SPECIALIST

General Description:

An individual knowledgeable and experienced in all aspects of Security . Has extensive experience in the specific Security discipline(s) described in an actual Statement of Work or Statement of Need. Demonstrates very good oral and written communications skills.

General Experience:

Six years of progressive experience in the field of Information Technology, including four years of specialized experience in numerous, highly specialized Information Technology disciplines involving a wide range of hardware/software solutions.

Specific Experience:

At least three years of General Experience is concentrated, hands-on experience in all aspects of the specific area(s) of Security required by an actual Statement of Work or Statement of Need.

Function:

Provides highly technical and specialized guidance, and solutions to complex Security problems. Performs analyses and studies. Prepares reports and gives presentations to management. Works independently or as a member of a team. May serve as Contractor Task Order Project Manager.

Examples (not all inclusive):

Computer Security Specialist

Security Analyst

C.7.12 JUNIOR SECURITY SPECIALIST

General Description:

An individual knowledgeable in several aspects of Security. Has experience in the specific Security discipline(s) described in an actual Statement of Work or Statement of Need. Demonstrates good oral and written communications skills.

General Experience:

Three years of progressive experience in the field of Information Technology, including one year of specialized experience in specialized Information Technology disciplines involving a limited range of hardware/software solutions.

Specific Experience:

At least two years of General Experience is concentrated hands-on experience in the specific area(s) of Security required by an actual Statement of Work or Statement of Need.

Function:

Provides technical and specialized guidance, and solutions to Security problems.
Performs analyses and studies. Prepares reports and gives presentations to management. Works independently or as a member of a team.

Examples (not all inclusive):

Junior Security Analyst

Security Technical Assistant

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C.7.13 SENIOR INFORMATION TECHNOLOGY TRAINING SPECIALIST

General Description:

An individual who is very good at imparting technical information to technical and non-technical personnel and is also very knowledgeable in Information Technology. Has extensive experience in developing courses and teaching in all aspects of Information Technology. Demonstrates excellent oral and written communication skills.

General Experience:

Eight years of progressive experience in the field of Information Technology, including six years as an instructor of various highly specialized Information Technology disciplines.

Specific Experience:

At least four years of General experience is hands-on experience in the development and performance of training courses in Information Technology, in the discipline specified by an actual Statement of Work or Statement of Need.

Function:

Develops courses and instructional material to educate technical and non-technical personnel in Information Technology. Develops curricula and modular training courses. Gathers and assembles information pertaining to the subject matter, organizes and condenses materials. Teaches courses. Works independently or as part of a team. May serve as Contractor Task Order Project Manager.

Examples (not all inclusive):

Senior Instructor

Senior Course Developer

C.7.14 INFORMATION TECHNOLOGY TRAINING SPECIALIST

General Description:

An individual who is very good at imparting technical information to technical and non-technical personnel and is also very knowledgeable in Information Technology. Has experience in developing courses and teaching in all phases of Information Technology. Demonstrates very good oral and written communication skills.

General Experience:

Five years of progressive experience in the field of Information Technology, including three years as an instructor of various highly specialized Information Technology disciplines.

Specific Experience:

At least two years of General Experience is hands-on experience in the development and performance of training courses in Information Technology, in the discipline specified by an actual Statement of Work or Statement of Need.

Function:

Develops courses and instructional material to educate technical and non-technical personnel in Information Technology. Gathers and assembles information pertaining to the subject matter, organizes and condenses materials. May be required to teach courses. Works independently or as part of a team.

Examples (not all inclusive):

Course Developer

Instructor

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C.7.15 JUNIOR INFORMATION TECHNOLOGY TRAINING SPECIALIST

General Description:

An individual who is good at imparting technical information to technical and non-technical personnel and is also knowledgeable in Information Technology. Has experience in developing courses and teaching in phases of Information Technology. Demonstrates good oral and written communication skills.

General Experience:

Three years of progressive experience in the field of Information Technology, including one year as an instructor of various Information Technology disciplines.

Specific Experience:

At least one year of General Experience is hands-on experience in the development and performance of training courses in Information Technology, in the discipline specified by an actual Statement of Work or Statement of Need.

Function:

Develops courses and instructional material to educate technical and non-technical personnel in Information Technology. Gathers and assembles information pertaining to the subject matter, organizes and condenses materials. May be required to teach courses. Works independently or as part of a team.

Examples (not all inclusive):

Junior Course Developer

Junior Instructor

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C.8 REPORTS

The Government requires sufficient information to monitor cost, schedule and technical data on its projects. The reports described in this section identify the cost and schedule data elements the Government requires in order to fulfill those requirements. The cost and schedule requirements also provide the basic information needed to manage a Task Order. TIPSS requires standard Task Order (TO) Status Reports for every TO. The type of status report may vary by the type of Task Order issued.

Additional reports as described in this section are required to collect information about Contractor Accounting Periods, Government Furnished Property, Subcontracting Data and Bureau Task Orders.

Additional electronic files and changes in status reporting may be required in the future as the IRS continues to move toward a paperless environment. Efforts should be made toward delivering the present required reports in an electronic format.

The distribution, number of copies and the frequency of required reports is listed in Section F-4, Submission of Reports. Contracting Officers (COs) of the Department of the Treasury and Treasury Bureaus other than the IRS shall have the authority to request the standard reports or different reports and program reviews for their specific Task Orders. Such special terms and conditions will be included in the individual Task Order.

The standard IRS status reports are required for Task Orders administered by the IRS. These tasks will be identified upon Task Order award.

- (a) General Information: The Task Order Status Report shall be at the Task Order level unless a lower Work Breakdown Structure (WBS) level of reporting is explicitly required and stated in the Statement of Work (SOW). The type of data described in the TO sample report formats for each task type shall be required. Incrementally funded Task Orders shall be planned and reported at the latest obligated amounts.
- (b) Report Format: Contractors shall utilize IRS-standard Y2K compliant software for reporting purposes unless specified otherwise in the SOW. The current IRS word processing standard is Microsoft Word 97. Microsoft Office 97 Professional is the current office suite of tools. The standard project management tool is Microsoft Project 98. Each report will conform to the sample formats contained herein unless specified otherwise in the SOW.

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- (c) Report Method of Delivery: The method of delivering reports will be evolving over the life of the contract as new systems are implemented. The reports shall be delivered in electronic format (with the exception of those Government Standard Forms not available electronically) unless requested otherwise by the Contracting Officer, Lead Contracting Officer's Technical Representative, and/or Contracting Officer's Technical Representative. Electronic copies of reports may be transmitted via email upon agreement by the recipients. All electronic files shall be free of any known computer virus. If a virus is found, the deliverable will not be accepted. The replacement file shall be provided within two (2) working days after notification of the presence of a virus.
- (d) Reporting Periods: Reporting periods of the required reports shall be based on the Contractor's accounting periods, unless identified otherwise. Within ten days after the contract is executed, the Contractor shall provide to the Lead COTR and the CO a written list that contains the beginning and the ending dates of each of the Contractor's monthly accounting periods. The Task Order Status Reports shall be due within ten days after the end of each such period, as specified in Figure F-4-1 herein. Such due dates are subsequently not subject to change except by mutual agreement of the parties in a written modification. Prior to the beginning of the Contractor's fiscal year, the Contractor shall provide to the Lead COTR and to the CO a written list of the beginning and ending dates of each of the Contractor's accounting periods. The Contractor shall also provide a copy of the Contractor's accounting periods to the COTR at the beginning of each Task Order.
- (e) Reporting of Costs: All TO costs reported shall be fully burdened, including fee, unless requested otherwise. All status reports shall reflect accurate actual costs incurred and hours utilized. All status reports shall include Subcontractor costs and hours. If estimates are used for a report, the Contractor is responsible for noting which figures are estimates and to what extent.

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C.8.1 COMPLETION TASK ORDER REPORTING

The Government must be able to monitor the cost, schedule and labor utilization of each Cost-Reimbursement Completion Task Order against its baseline plan and schedule of deliverables. Figure C.8.1-1 identifies each required element and the format in which they are to be presented in the Completion Status Report.

The following items must be addressed in the narratives:

- (a) Work Accomplished During the Reporting Period,
- (b) Issues or Anticipated/Current Problems (including Exceptions to Plan), and
- (c) Planned Work for Next Period.

Detailed explanations along with any corrective actions shall be prepared in all instances where:

- (a) the cost or schedule variances exceed plus or minus ten percent (10%),
- (b) the Estimated Completion Date exceeds the Scheduled Completion Date,
- (c) an actual delivery date is different from the deliverable due date, and/or
- (d) the Estimate at Completion exceeds the current task value.

Project plans must be based on available funding obligated to date, unless identified otherwise in the status report. This will enable the Government to plan for additional funding requirements and alert the Government of potential shortfalls that could adversely impact projects. Project plans must be updated as funding and/or schedule changes are made to the TO.

Copies of any Deliverable Cover Letters (not the deliverables) sent and any Customer Acceptance Forms approved during the reporting period shall be attached to the status reports sent to the CO and the Lead COTR.

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Figure C.8.1-1

TIPSS TO Status Report for the Period MM/DD/YYYY to MM/DD/YYYY
Contractor Name
TIPSS Contract Number "Completion" T.O. #
Report Date: MM/DD/YYYY

Task Title: *Task Title*
COTR: *COTR Name* Phone: (###) ###-####
Lead COTR: *Lead COTR Name* Phone: (###) ###-####
Contractor Project Manager: *Project Manager Name* Phone: (###) ###-####

Period of Performance: MM/DD/YYYY to MM/DD/YYYY (Original)
MM/DD/YYYY to MM/DD/YYYY (Latest Modification #)

I. EARNED VALUE INFORMATION

Planned Value to Date (Budgeted Cost of Work Scheduled) \$ ###,###
Earned Value to Date (Budgeted Cost of Work Performed) \$ ###,###
Actual Costs to Date (Actual Costs of Work Performed) \$ ###,###

Schedule Variance (BCWP - BCWS) \$ ###,### - if negative, use "("
Cost Variance (BCWP - ACWP) \$ ###,### - if negative, use "("

II. SCHEDULE INFORMATION

Actual Start Date MM/DD/YYYY
Estimated Completion Date MM/DD/YYYY (based on available funds)

III. TO COST SUMMARY

Current Task Value (Negotiated Amount) \$ ###,###
Total Obligation Amount to Date \$ ###,###

Labor Costs to Date \$ ###,### (includes Subcontractor costs)
Travel Costs to Date \$ ###,###
Other ODC Costs to Date \$ ###,###
Total Actual Costs to Date \$ ###,###

Amount Invoiced to Date \$ ###,###
Amount Paid to Date \$ ###,###

Estimate to Complete \$ ###,### ##### Hours
Estimate at Completion \$ ###,### ##### Hours

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Figure C.8.1-1 (Continued)

TIPSS TO Status Report for the Period MM/DD/YYYY to MM/DD/YYYY

Contractor Name

TIPSS Contract Number "Completion" T.O. #

Report Date: MM/DD/YYYY

IV. TO HOURS DETAIL

Labor Category	Current Period Planned Hours	Current Period Actual Hours	Cumulative Planned Hours To Date	Cumulative Actual Hours To Date	Total Planned Hours	Total Negotiated Hours
(List each labor category separately and include Subcontractor hours)						
TOTALS						

V. TO COST DETAIL

Labor Category and Other Direct Costs	Current Period Planned Cost	Current Period Actual Cost	Cumulative Planned Cost To Date	Cumulative Actual Cost To Date	Total Planned Cost	Total Negotiated Cost
(List each labor category separately and include Subcontractor cost)						
Total Travel						
Total Other ODCs						
TOTAL LABOR, TRAVEL AND ODCs						

VI. TO STATUS SUMMARY

(Provide a brief overview of the work to be accomplished for the overall task and the status of the Task Order.)

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Figure C.8.1-1 (Continued)

TIPSS TO Status Report for the Period MM/DD/YYYY to MM/DD/YYYY

Contractor Name

TIPSS Contract Number "Completion" T.O. #

Report Date: MM/DD/YYYY

A. WORK ACCOMPLISHED DURING THIS PERIOD

(Provide a brief description of the work accomplished, emphasizing the progress made since the last reporting period. Work should be reported against a software development plan, if applicable.)

B. ISSUES OR ANTICIPATED/CURRENT PROBLEMS

(Provide a description of any unresolved and/or anticipated problems, as they relate to the cost or schedule variance, deliverable dates, the Estimated Completion Date, the software development plan schedule, or costs.

Explain variances in schedule and/or cost that exceed plus or minus 10%.

Confirm whether the project is on schedule and within proposed costs or explain the nature and extent of the delay whenever:

- 1) the Estimated Completion date exceeds the scheduled completion date
- 2) an actual delivery date is different from the deliverable due date, and/or
- 3) the Estimate at Completion exceeds the current task value.)

C. PLANNED WORK FOR NEXT PERIOD

(Provide a description of the work planned for the next reporting period, referencing the software development plan (if applicable). Any re-planning of the Task Order would be proposed in this section.)

VII. DELIVERABLES STATUS

Deliverable Name	Deliverable Number	Status (In Progress, On Hold, Completed, Canceled)	Due Date	Expected Delivery Date	Actual Delivered Date	Customer Acceptance Date
(List each individual deliverable identified in the Task Order.)						

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C.8.2 TERM TASK ORDER REPORTING

The Government must be able to monitor the hours and cost during a Cost-Reimbursement term task in order to identify potential cost and hour overruns/under runs, their magnitude and when they will occur. For planning and reporting purposes, each period of performance, i.e., base year, option year 1, option year 2, shall be treated separately. At the start of each new performance period, excess hours remaining from the preceding period will not be carried over to the new period unless renegotiated by the Contracting Officer. The Government shall determine whether any excess funds not used in the preceding period will be available in the next performance period and to what extent.

Where work requests have been issued or modified, plans shall be based on those work requests. The remaining dollars and hours not allocated by work requests, shall be averaged across the remainder of the period of performance by the Contractor's accounting periods. The Government must be able to monitor the cost, schedule and labor utilization of each Term Task Order against its baseline plan.

Figure C.8.2-1 identifies each required element and the format in which they are to be presented in the Term Status Report. Included in each status report are graphical representations of the usage of hours and costs for the TO.

The following items must be addressed in the narratives:

- Work Accomplished During the Reporting Period,
- Issues or Anticipated/Current Problems (including Exceptions to Plan), and
- Planned Work for Next Period.

Detailed explanations along with any corrective actions shall be prepared in all instances where:

- the cost or schedule variances exceed plus or minus ten percent (10%);
- the Estimated Completion Date does not match the Period Of Performance;
- an actual delivery date is different from the deliverable due date; and/or
- the plan to expend funds remaining does not equal the time remaining.

Project plans must be based on available funding obligated to date, unless identified otherwise in the report. This will enable the Government to plan for additional funding requirements and alert the Government of potential shortfalls that could adversely impact projects. Project plans must be updated when new work requests are issued or modified and/or when funding or schedule changes are made to the TO during the reporting period.

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The Contractor shall attach copies of any new work requests issued or modified during the reporting period to the status reports sent to the CO and the Lead COTR.

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Figure C.8.2-1

PSS TO Status Report for the Period MM/DD/YYYY to MM/DD/YYYY

Contractor Name

TIPSS Contract Number "Term" T.O. #

Report Date: MM/DD/YYYY

Task Title: *Task Title*

COTR: *COTR Name*

Phone: (###) ###-####

Lead COTR: *Lead COTR Name*

Phone: (###) ###-####

Contractor Project Manager: *Project Manager Name*

Phone: (###) ###-####

Period of Performance: MM/DD/YYYY to MM/DD/YYYY (Original)

MM/DD/YYYY to MM/DD/YYYY (Latest Modification #)

I. SCHEDULE INFORMATION

Actual Start Date

MM/DD/YYYY

Estimated Completion Date

MM/DD/YYYY (based on available funds)

Percentage of Time Remaining on the task

###% (based on Period of Performance)

II. TO COST SUMMARY

Current Task Value (Negotiated Amount)

\$ ###,###

Total Obligation Amount to Date

\$ ###,###

	<u>Cumulative</u>	<u>Reporting Period</u>
Labor Costs (includes Subcontractor)	\$ ###,###	\$ ###,###
Travel Costs	\$ ###,###	\$ ###,###
Other ODC Costs	\$ ###,###	\$ ###,###
Total Actual Costs	\$ ###,###	\$ ###,###
Planned Costs	\$ ###,###	\$ ###,###

Percentage of Funds remaining on the task

##%

Amount Invoiced to Date

\$ ###,###

Amount Paid to Date

\$ ###,###

III. TO LABOR HOURS SUMMARY

Labor Category	Total Hours Negotiated for Task Order	Hours Expended to Date (include Subcontractor)	% Expended to Date (based on Total Available Hours)	Hours Authorized in Work Requests
(List each labor category in the TO)	####	####	##.##%	####
TOTAL	####	####	##.##%	####

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Figure C.8.2-1 (continued)

TIPSS TO Status Report for the Period MM/DD/YYYY to MM/DD/YYYY

Contractor Name

TIPSS Contract Number "Term" T.O. #

Report Date: MM/DD/YYYY

IV. TO STATUS SUMMARY

(Provide a brief overview of the work to be accomplished for the overall task and the status of the Task Order. Provide a list of all active work requests and include those completed or cancelled during the current reporting period. A copy of all new or modified work requests shall be submitted with the monthly status report to the CO and the Lead COTR.)

A. WORK ACCOMPLISHED DURING THIS PERIOD

(Provide a brief description of the work accomplished, emphasizing the progress made since the last reporting period. Work should be reported against a software development plan, if applicable.)

B. ISSUES OR ANTICIPATED/CURRENT PROBLEMS

(Provide a description of any unresolved and/or anticipated problems, as they relate to the cost or schedule variance, deliverable dates if identified in work requests, the Estimated Completion Date, the software development plan schedule, or costs. Confirm whether the project is on schedule and within proposed costs or explain the nature and extent of the delay whenever:

- 1) the cost or schedule variances exceed plus or minus ten percent (10%),
- 2) the Estimated Completion Date does not match the Period Of Performance,
- 3) an actual delivery date is different from the deliverable due date, and/or
- 4) the plan to expend funds remaining does not equal the time remaining.)

C. PLANNED WORK FOR NEXT PERIOD

(Provide a description of the work planned for the next reporting period, referencing the software development plan (if applicable). Any re-planning of the Task Order would be proposed in this section.)

Figure C.8.2-1 (Continued)

TASK ORDER STATUS REPORT GRAPHS

Using the planning data from the Task Order technical proposal, work requests, or the Software Development Plan, if applicable, and the cumulative information reported in the Monthly Status Report, prepare two line graphs for each Task Order Status Report. The first graph will depict the cumulative planned level of effort, the actual hours expended to date and the projected burn rate for the task. The second graph will include the cumulative planned costs, the cumulative actual costs to date (including labor, travel and other ODCs) and the projected costs based on planned costs for the task.

If the graphs are based only on work requests issued to date, the Contractor shall make note of that on the charts. In that case, the Contractor shall also indicate in a footnote the available hours for which work requests have not been issued. The remaining dollars and hours not allocated by work requests, shall be averaged across the remainder of the period of performance by the Contractor's accounting periods and included with the projected burn rate and projected costs.

Included within each labor hours graph and each cost graph, the Contractor will include a separate graph depicting the planned level of effort / cost by accounting period for the performance period. Ideally the hours/costs should be re-planned periodically based on new or modified work requests or adjustments to the project, including modifications to decrease or increase the level of effort. These graphs may be inset in the main graph or attached separately.

The next three pages provides examples of two labor hours charts and one cost chart. Please note that only one type of labor hours chart would be required for a task.

- 1) The first chart, Chart C.8.2-1-1, is a labor hours chart with a defined plan for Sample Task 1234.
- 2) The second chart, Chart C.8.2-1-2, is an example of a labor hours chart for a task with essentially no plan. In that case, the total level of effort available is divided evenly across the period of performance.
- 3) The final chart, Chart C.8.2-1-3 is the cost chart for Sample Task 1234.

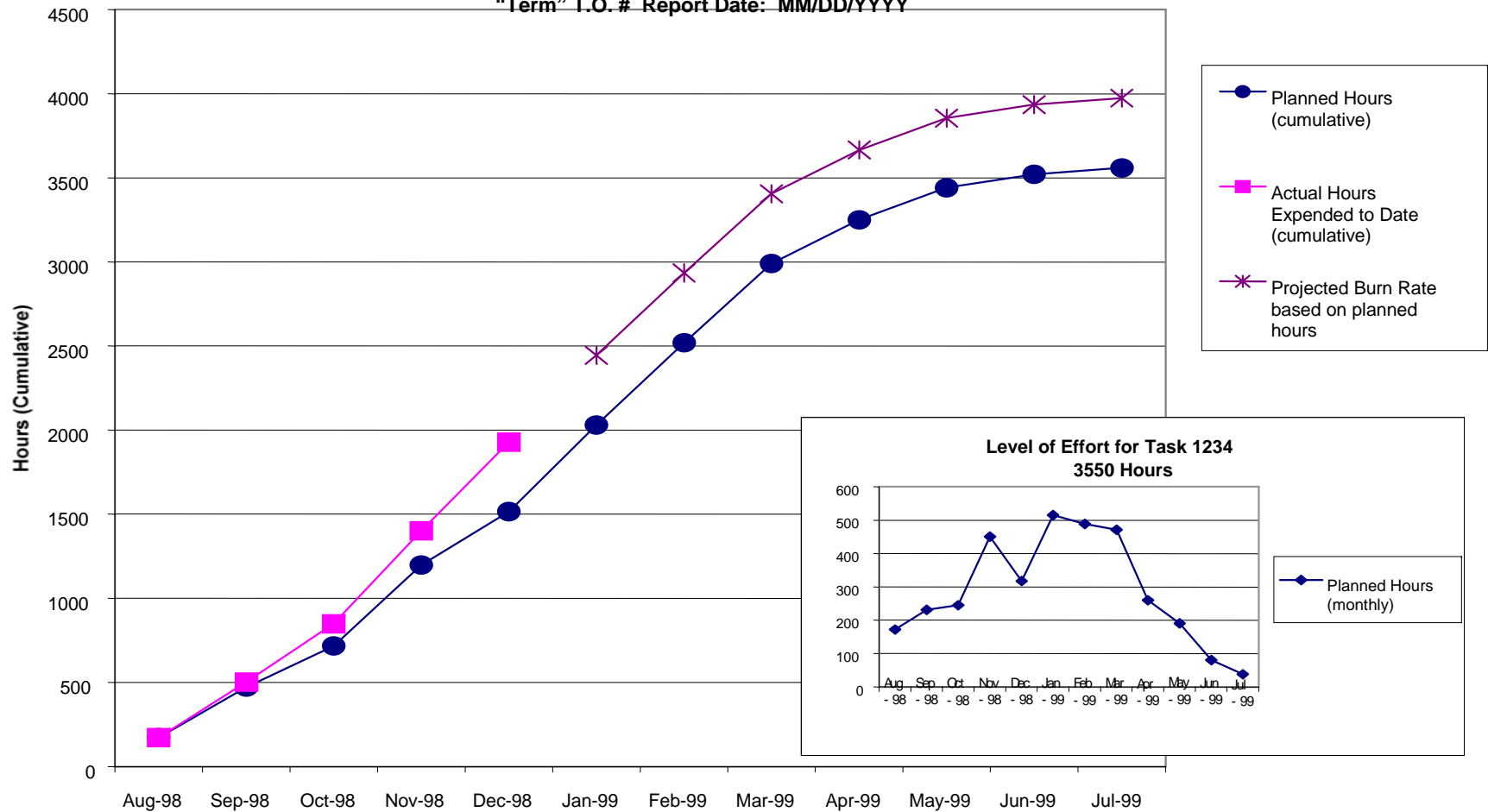
CONTRACT NUMBER TIRNO-00-D-00018
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Chart C.8.2-1-1

TIPSS-2 TO Status Report for the Period MM/DD/YYYY to MM/DD/YYYY

Contractor Name TIPSS-2 Contract Number

"Term" T.O. # Report Date: MM/DD/YYYY



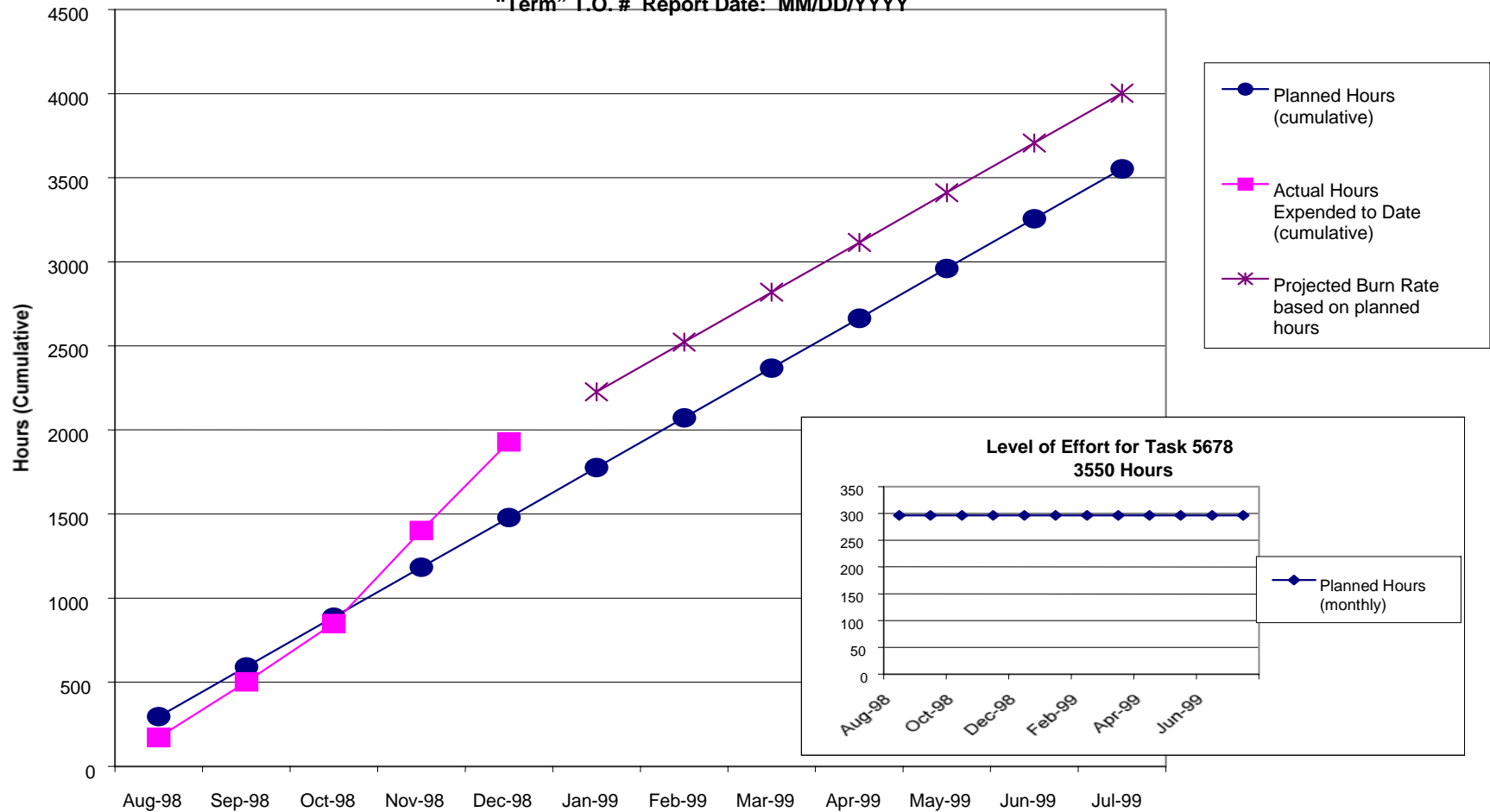
CONTRACT NUMBER
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Chart C.8.2-1-2

TIPSS-2 TO Status Report for the Period MM/DD/YYYY to MM/DD/YYYY

Contractor Name TIPSS-2 Contract Number

"Term" T.O. # Report Date: MM/DD/YYYY



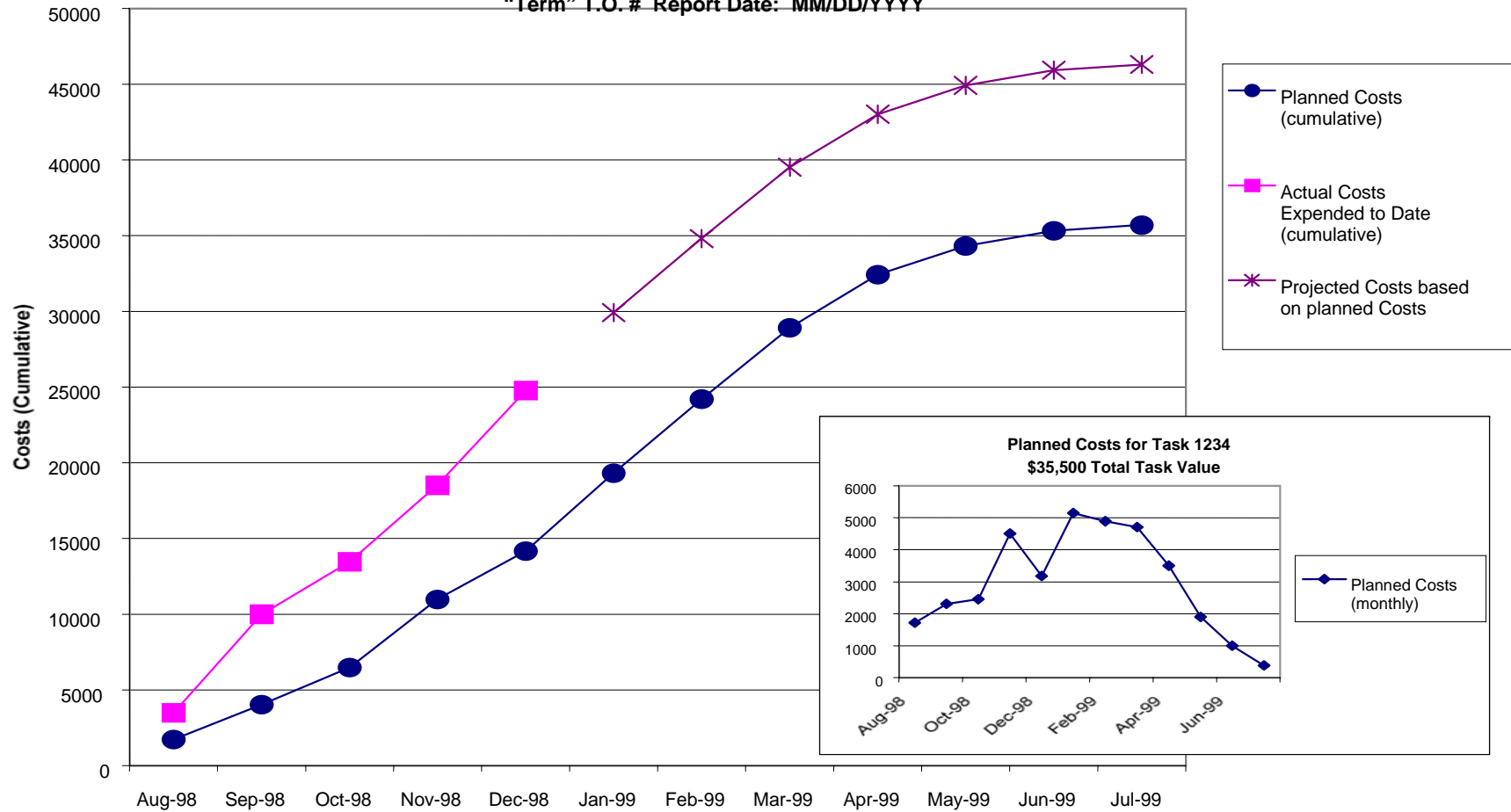
CONTRACT NUMBER
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Chart C.8.2-1-3

TIPSS-2 TO Status Report for the Period MM/DD/YYYY to MM/DD/YYYY

Contractor Name TIPSS-2 Contract Number

"Term" T.O. # Report Date: MM/DD/YYYY



C.8.3 FIRM FIXED-PRICE TASK ORDER REPORTING

The Government must be able to monitor deliverable progress and interim deliverables against its baseline plan and schedule of deliverables. Figure C.8.3-1 identifies each required element and the format in which they are to be presented in the Fixed-Price Status Report.

The following items must be addressed in the narratives:

- Work Accomplished During the Reporting Period,
- Issues or Anticipated/Current Problems (including Exceptions to Plan), and
- Planned Work for Next Period.

Detailed explanations along with any corrective actions shall be prepared in all instances where:

- the Planned Completion Date exceeds the Period of Performance,
- an actual delivery date is different from the deliverable due date.

Provide a description of any unresolved and/or anticipated problems, as they relate to the cost, deliverable dates, the Planned Completion Date or the software development plan schedule.

Copies of any Deliverable Cover Letters (not the deliverables) sent and any Customer Acceptance Forms approved during the reporting period shall be attached to the status reports sent to the CO and the Lead COTR.

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Figure C.8.3-1

TIPSS TO Status Report for the Period MM/DD/YYYY to MM/DD/YYYY
Contractor Name
TIPSS Contract Number "Fixed Price" T.O. #
Report Date: MM/DD/YYYY

Task Title: *Task Title*

COTR: *COTR Name* Phone: (###) ###-####
Lead COTR: *Lead COTR Name* Phone: (###) ###-####
Contractor Project Manager: *Project Manager Name* Phone: (###) ###-####

Period of Performance: MM/DD/YYYY to MM/DD/YYYY (Original)
MM/DD/YYYY to MM/DD/YYYY (Latest Modification #)

I. SCHEDULE INFORMATION

Actual Start Date MM/DD/YYYY
Planned Completion Date MM/DD/YYYY

II. TO COST SUMMARY

Current Task Value (Negotiated Amount) \$ ###,###
Total Obligation Amount to Date \$ ###,###

Amount Invoiced to Date \$ ###,###
Amount Paid to Date \$ ###,###

III. DELIVERABLE STATUS

Deliverable Name	Deliverable Number	Due Date	Expected Date	Actual Delivered Date	Customer Acceptance Date
(List each individual deliverable, milestone or interim progress item identified in the Task Order.)					

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Figure C.8.3-1 (Continued)

TIPSS TO Status Report for the Period MM/DD/YYYY to MM/DD/YYYY
Contractor Name
TIPSS Contract Number "Fixed Price" T.O. #
Report Date: MM/DD/YYYY

IV. TO STATUS SUMMARY

(Provide a brief overview of the work to be accomplished for the overall task and the status of the Task Order.)

A. WORK ACCOMPLISHED DURING THIS PERIOD

(Provide a brief description of the work accomplished, emphasizing the progress made since the last reporting period. Work should be reported against a software development plan, if applicable.)

B. ISSUES OR ANTICIPATED/CURRENT PROBLEMS

(Provide a description of any unresolved and/or anticipated problems, as they relate to the cost, deliverable dates, the Planned Completion Date, or the software development plan schedule.

Explain variances in schedule and/or cost that exceed plus or minus 10%.

Confirm whether the project is on schedule and within proposed costs or explain the nature and extent of the delay whenever:

- 1) the Planned Completion date exceeds the scheduled completion date
- 2) an actual delivery date is different from the deliverable due date, and/or
- 3) the Estimate at Completion exceeds the current task value.)

C. PLANNED WORK FOR NEXT PERIOD

(Provide a description of the work planned for the next reporting period, referencing the software development plan (if applicable). Any re-planning of the Task Order would be proposed in this section.)

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C.8.4 SUBCONTRACTING REPORTS

On a quarterly basis, all Contractors shall also submit to the CO and the Lead COTR the names of their available and approved Subcontractors, in alphabetical order, and the Principal Task Area under which they provide support to the Contractor. A sample format is shown below in Figure C.8.4-1.

Figure C.8.4-1
TIPSS Quarterly Subcontractor Report
for the Period MM/DD/YYYY to MM/DD/YYYY
Contractor Name
TIPSS Contract Number
Report Date: MM/DD/YYYY

List in alphabetical order, all approved Subcontractors for your contract and in which of your awarded principal task areas they have expertise)

Subcontractor Name	Principal Task Area(s)

C.8.5 REPORT OF GOVERNMENT-OWNED/CONTRACTOR-HELD PROPERTY

The Contractor shall submit a report of Government-Owned/Contractor-Held Property for each Task Order on a yearly basis and at the completion of each Task Order. One copy for all tasks shall be provided to the CO and the Lead COTR. Each designated task COTR shall also receive a copy for their assigned task(s). If no Government Property has been provided and no property has been acquired by the Contractor, enter "NONE" on the report.

The report shall provide the information illustrated on the format shown in Figure C.8.5-1

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Figure C.8.5-1. Government-Owned/Contractor-Held Property Report (Section A)

Government-Owned / Contractor-Held Property Report for the Period MM/DD/YYYY to MM/DD/YYYY Contractor Name Contract Number (Contract Number) - Task Order (Task Order Number) Report Date: MM/DD/YYYY Software and Documentation								
Category	Make/Brand	Package & # of Licenses	Serial #	Acquisition Order Amt	Warranty Period	Date Provided	Date Returned	Installed Site
GFP	Lotus	123 v.4.0, 1 lic.	123456	\$495	90 days	3/4/97	N/A	Vendor Site 1
CAP	Scitcor	P/S 6, 1 lic	123456	\$225	90 days	2/15/97	N/A	Vendor Site 2
GFP	Gov't Document	5 copies	FSP 3.1.2.6	N/A	N/A	2/15/97	N/A	Vendor Site 2
Disposed	Microsoft	MS Office, network for 15 licenses	12abcd56	\$495	90 days	2/15/97	3/1/96	Vendor Site 2 returned to NCFB

GFP (Government Furnished Property) = GFE (Government Furnished Equipment) and GFI (Government Furnished Information)

CAP (Contractor Acquired Property) = Government Owned, Contractor Provided

Disposed = GFP which has been returned to the Government

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Figure C.8.5-1. Government-Owned/Contractor-Held Property Report (Section B)

Government-Owned / Contractor-Held Property Report for the Period MM/DD/YYYY to MM/DD/YYYY Contractor Name Contract Number (Contract Number) - Task Order (Task Order Number) Report Date: MM/DD/YYYY Hardware											
Category	Make /Brand	Model	Serial #	Acquisition Cost	Purchase Order	Internal Components	Software Installed	External Components	Warranty Period	Install Date	Installed Site
GFP	AST	486/33	123456	\$2,295	123456	8 MB RAM, 1G Drive, CD-ROM	WP 6.1, MS Office, Windows 3.1	28.8 Modem CRT, Mouse	90 days	3/4/97	Vendor Site 1
CAP	Dell	486/66	12345	\$3,100	124579	16 MB RAM, 1.2 GB Drive, Sound Card, Quad speed CD	WP 6.1, MS Office, Windows 3.1	None	1 year	2/15/97	Vendor Site 2
Disposed 3/30/96	Dell	486/66	12346	\$3,100	124579	16 MB RAM, 1.2 GB Drive, Sound Card, Quad speed CD	WP 6.1, MS Office, Windows 3.1	None	1 year	2/15/97	Vendor Site 2, returned to NCFB 2/15/98

GFP (Government Furnished Property) = GFE (Government Furnished Equipment) and GFI (Government Furnished Information)

CAP (Contractor Acquired Property) = Government Owned, Contractor Provided

Disposed = GFP which has been returned to the Government

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C.8.6 DELIVERABLES COVER LETTER

Each contract-level and task-order-level deliverable shall be accompanied by a cover letter from the Contractor on Company letterhead. Multiple deliverables may be delivered with a single cover letter describing the contents of the complete package. A sample letter is shown in Figure C.8.6-1.

Figure C.8.6-1

COMPANY LETTERHEAD

MM/DD/YYYY

Department of the Treasury
Internal Revenue Service (or Bureau Name)
Name & Address of Recipient

ATTENTION: (Contracting Officer Name, Contracting Officer)
(or Lead COTR or COTR)

REFERENCE: (TIPSS Contract Number and Task Order Number, if
applicable)

SUBJECT: (Deliverable Description)

Dear Mr. or Ms. XXXXX;

In accordance with the above referenced contract (and Task Order, if applicable),
(Contractor Name) submits the enclosed (reports or deliverables).

Copies of the attached are also being provided to (Contracting Officer, Lead COTR
and or COTR or other appropriate POC).

Should you have any questions, please contact the undersigned at (xxx) xxx-xxxx.

Sincerely,

Name

Title

Enclosure(s):

cc:

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C.8.7 DELIVERABLES ACCEPTANCE FORM

Each task-order-level deliverable or work product shall be accompanied by an Inspection, Acceptance and Receiving Report form which is to be signed by the COTR after they have reviewed and/or tested the deliverable within the acceptance period established and based on the acceptance criteria defined in the SOW. The COTR signature indicates the review has been completed and the deliverable is accepted. Multiple deliverables for a Task Order may be accompanied by a single form describing the contents of the complete package. A sample form is shown in Figure C.8.7-1.

Figure C.8.7-1

TIPSS-2 Inspection, Acceptance & Receiving Report
Contractor Name
TIPSS-2 Contract Number
Task Order Number

DEPARTMENT OF THE TREASURY

Internal Revenue Service (or Bureau Name)
Name & Address of Recipient (COTR)

Date Delivered: MM/DD/YYYY

Task Order Deliverable No.	Description	Quantity	Location Delivered (if different from above)	Date Accepted

All the requirements have been received, inspected and accepted by me, the COTR, and meet the terms of the contract except as noted below: *(List the requirements that were not accepted and/or not delivered and state the reason why)*

COTR Name (Printed)

COTR Signature

Date

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C.8.8 CONTRACTOR ACCOUNTING PERIODS REPORT

Prior to the beginning of the Contractor's fiscal year, the Contractor shall provide to the Lead COTR and to the CO a written list of the beginning and ending dates of each of the Contractor's accounting periods for that fiscal year. This report shall also be provided to each COTR at the start of each Task Order. The title of this report shall include the Contractor's name and the TIPSS contract number.

C.8.9 QUARTERLY BUREAU TASK ORDER REPORT

Contractors shall submit a separate report to allow the IRS to collect a limited amount of data required for the Department of the Treasury and other Government oversight reports. On a quarterly basis, the Contractor shall provide the information as described in Figure C.8.9-1 below to the CO and the Lead COTR. This data is required for all Department of the Treasury and Treasury Bureau tasks not managed by the IRS.

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Figure C.8.9-1
 TIPSS Quarterly Bureau Report for the Period MM/DD/YYYY to MM/DD/YYYY
 Contractor Name
 TIPSS Contract Number (Contract Number)
 Report Date: MM/DD/YYYY

Bureau Name	Task Order Number and Mod Number	Type of Task	Principal Task Area	Task Order Start Date	Task Order End Date	Total Negotiated Value of Task To Date (Including All Options)	Total Amount Obligated to Date (Including All Options)	COTR Name, Address & Phone Number

All dates will be reported in MM/DD/YYYY format.

(End of Section)

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